

FRESNO, CALIFORNIA

CLASS SPECIFICATION

PARKING CONTROLLER

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Parking Controller is the first level in a two level Parking Controller series. Incumbents are responsible for patrolling an assigned area to enforce parking regulations, ordinances, and laws through the issuance of parking charges and citations, assist the public with questions regarding parking and related traffic regulations, observe and report faulty parking meters and report need for repair or maintenance of parking facilities.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision. Journey positions are responsible for independently performing the essential duties of the classification.

The Parking Controller is distinguished from the Senior Parking Controller, which is responsible as a lead worker for making work assignments, overseeing the work of other Parking Controllers, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Enforces parking laws and issues citations for violations; collects supporting photographic evidence as required.	Daily 20%
2.	Locates abandoned vehicles via citizen complaints and patrol activities.	Daily 20%
3.	Provides public assistance regarding the explanation of laws and violations; provides directions/guidance to various locations and agencies; locates lost parked vehicles; provides information on where and how to park in certain areas; communicates fees and rates for violations and/or other applicable issues.	Daily 10%
4.	Identifies and implements legal authority and procedures for the towing of vehicles which are inoperable, abandoned, have expired registration, are blocking construction, have exceeded outstanding violation limitations, and/or meet other established criteria.	Daily 10%
5.	<u>Identifies and implements the installation of immobilization device (boot) to vehicles which have exceeded violation limitations.</u>	<u>Occasion- ally 5%</u>

FRESNO, CALIFORNIA
CLASS SPECIFICATION

PARKING CONTROLLER

6	Prepares and maintains a variety of administrative forms and reports related to vehicle maintenance, patrolled/chalked areas, 72-hour violations, uniform requests, towing, and/or other applicable issues.	Daily 10%	Deleted: 5
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FRESNO, CALIFORNIA
CLASS SPECIFICATION
PARKING CONTROLLER

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		FRE- QUENCY	
1.	Reports crimes, hazards, fires, signage, traffic issues, fallen trees, and/or other applicable items; provides related assistance at accident scenes.	Daily 5%	Deleted: 6
8.	Identifies and reports faulty parking meters, physically inspecting meters for damage during patrol, and following up on service requests.	Daily 5%	Deleted: 7
9.	Provides traffic control and enforces applicable laws during sporting and special events.	Daily 5%	Deleted: 8
10.	Provides information at administrative hearings regarding citations on appeal.	Occasion- ally 5%	Formatted: Left Deleted: 9
11.	May collect revenues from parking meters and prepares related records.	Varies 0 – 10%	Deleted: 0
12.	<u>May provide bi-lingual customer service as needed.</u>	<u>As Required</u>	
13.	Performs other duties of a similar nature or level.	As Required	Deleted: 1

Training and Experience (positions in this class typically require):

- High school diploma or GED and one year of work experience involving substantial public contact is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Basic Class C License

FRESNO, CALIFORNIA
CLASS SPECIFICATION
PARKING CONTROLLER

Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- City streets;
- Mathematical concepts;
- Recordkeeping principles and practices.

Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Reading and comprehending maps
- Providing customer services
- Safe operation of motor vehicle
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Dealing tactfully with difficult people both telephonically and in person
- Preparing and performing mathematical calculations
- Preparing, analyzing, and maintaining operational records
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling and crouching.

Very Heavy Work: Exerting up to 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, environmental hazards, gasses, chemicals, oils, work space restrictions, inadequate lighting and intense noises.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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CLASS SPECIFICATION
PARKING CONTROLLER

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007